

FIG. 1

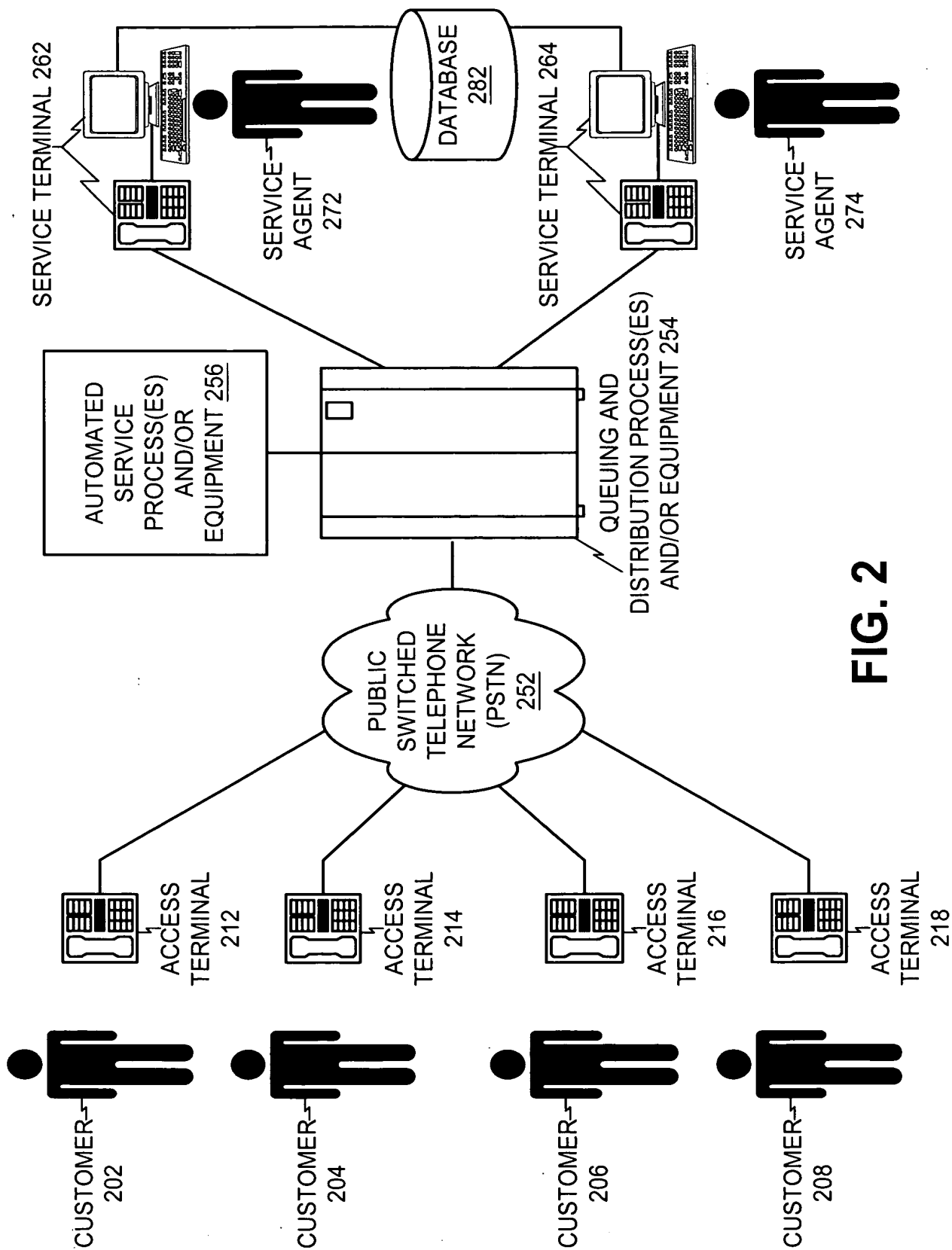


FIG. 2

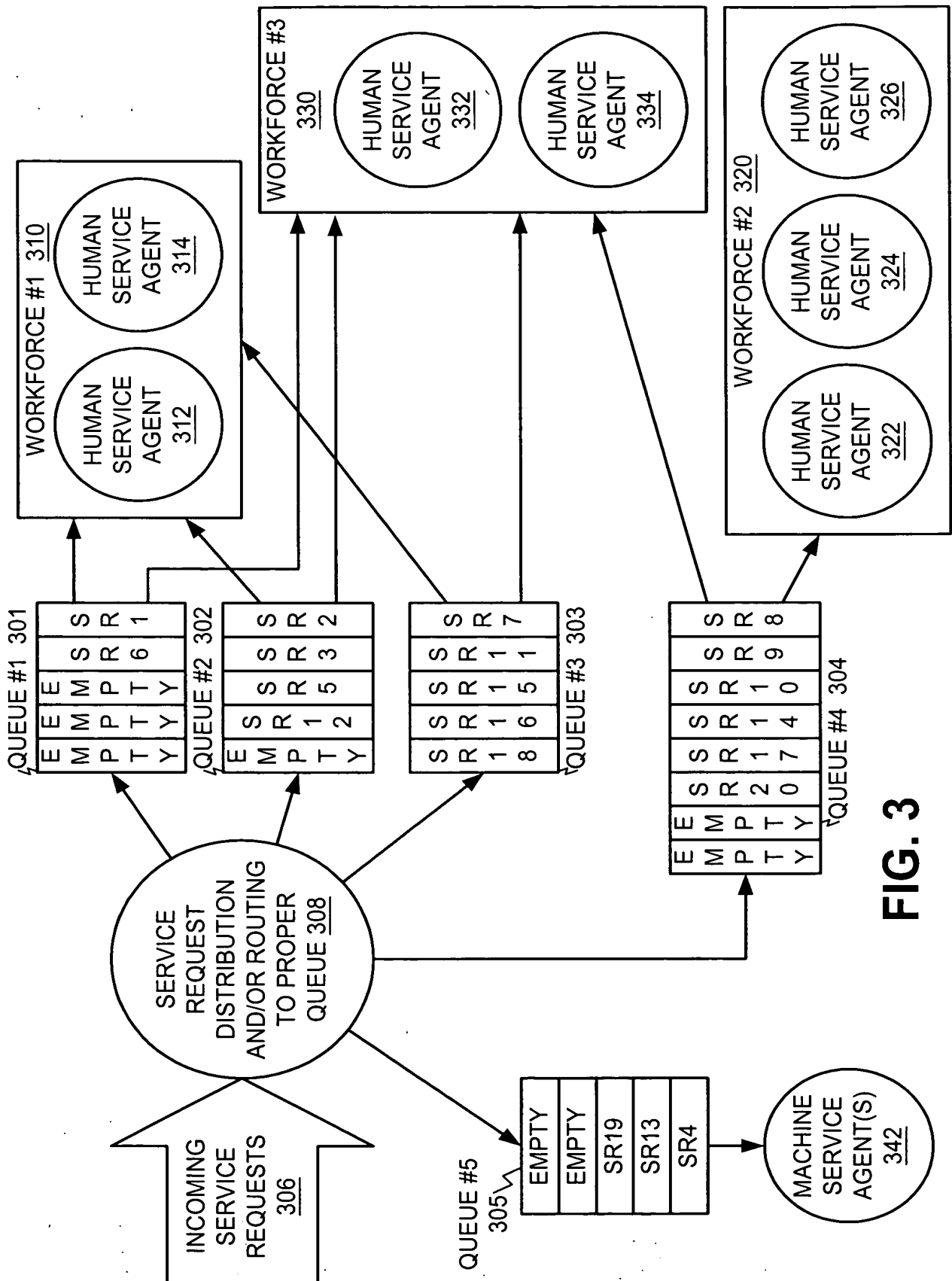
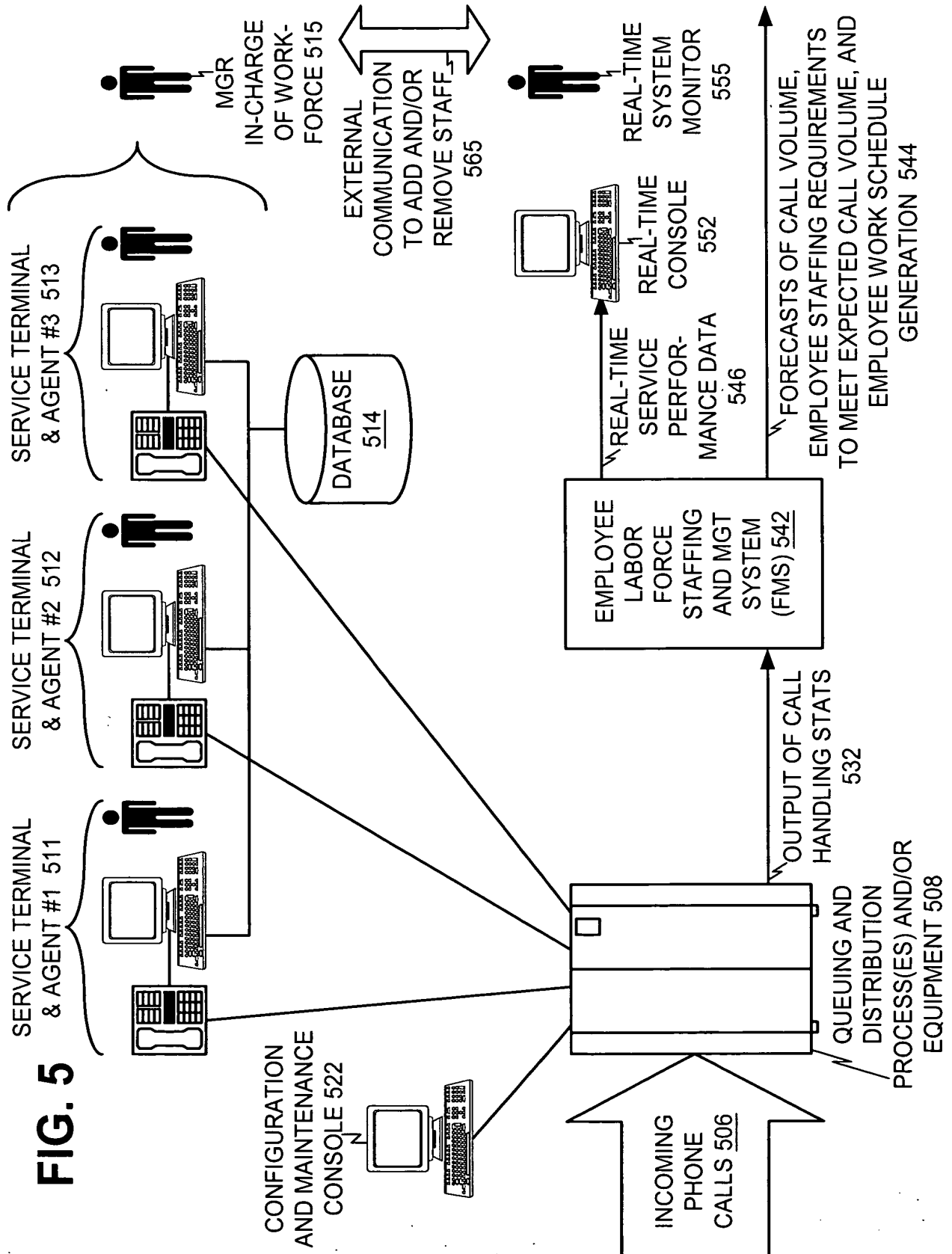


FIG. 3

	NUMBER OF EMPLOYEE SERVICE AGENTS ASSIGNED TO A WORKFORCE								
TIME (HH:MM)	00:00	00:15	00:30	●	●	●	23:15	23:30	23:45
WORK- FORCE #1	13	18	19	●	●	●	14	12	12
WORK- FORCE #2	30	28	25	●	●	●	35	33	32
WORK- FORCE #3	8	9	9	●	●	●	7	8	8

FIG. 4

FIG. 5



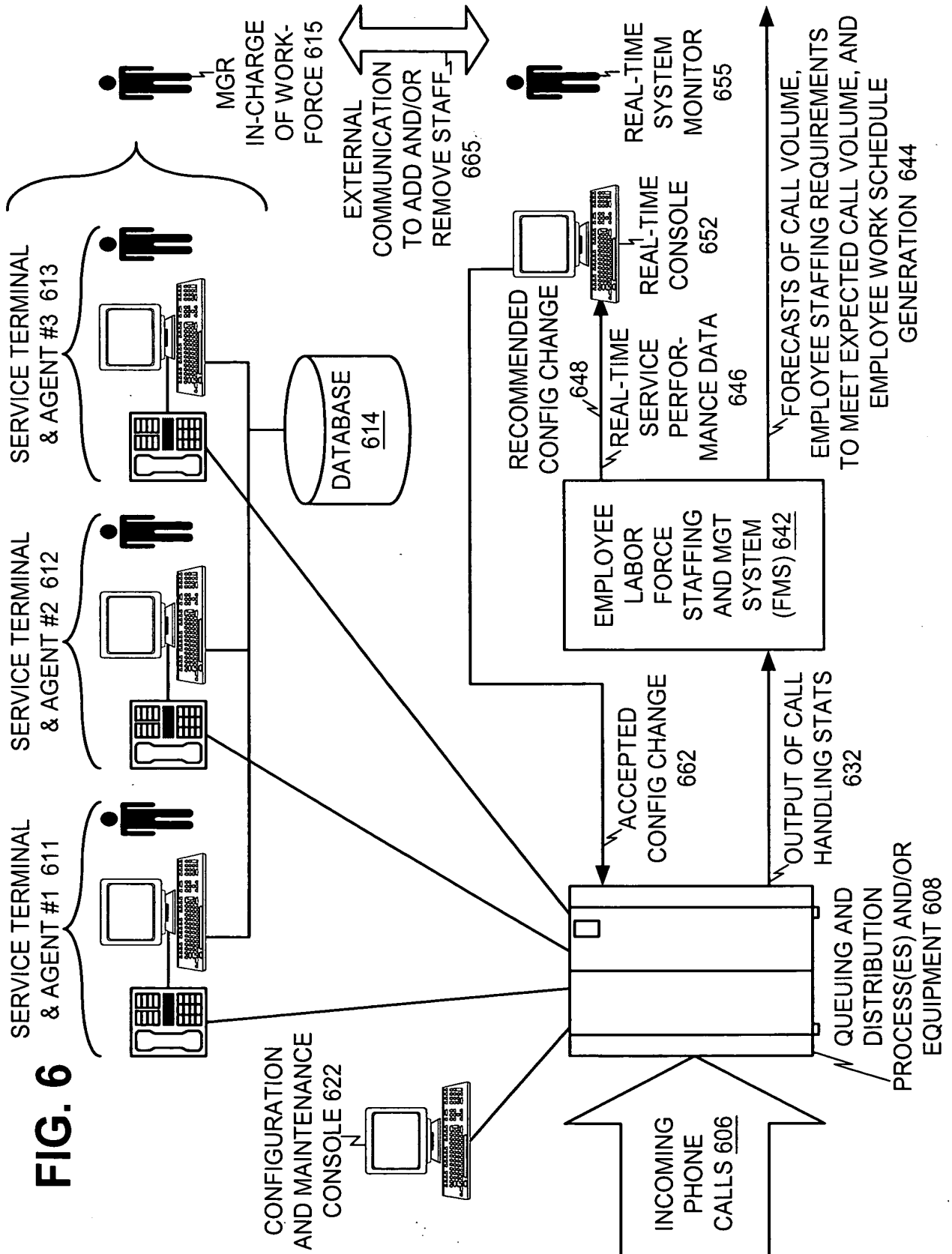
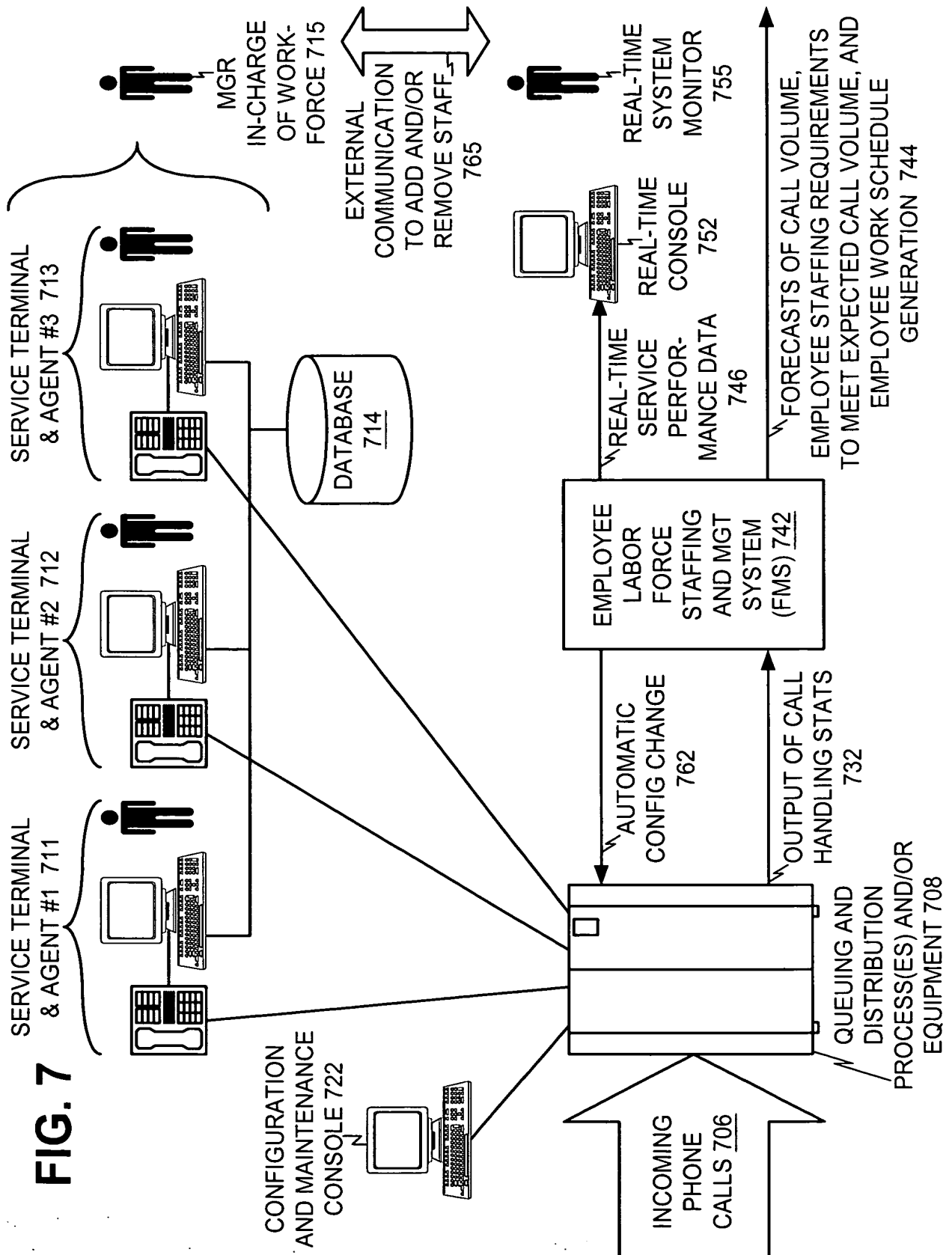
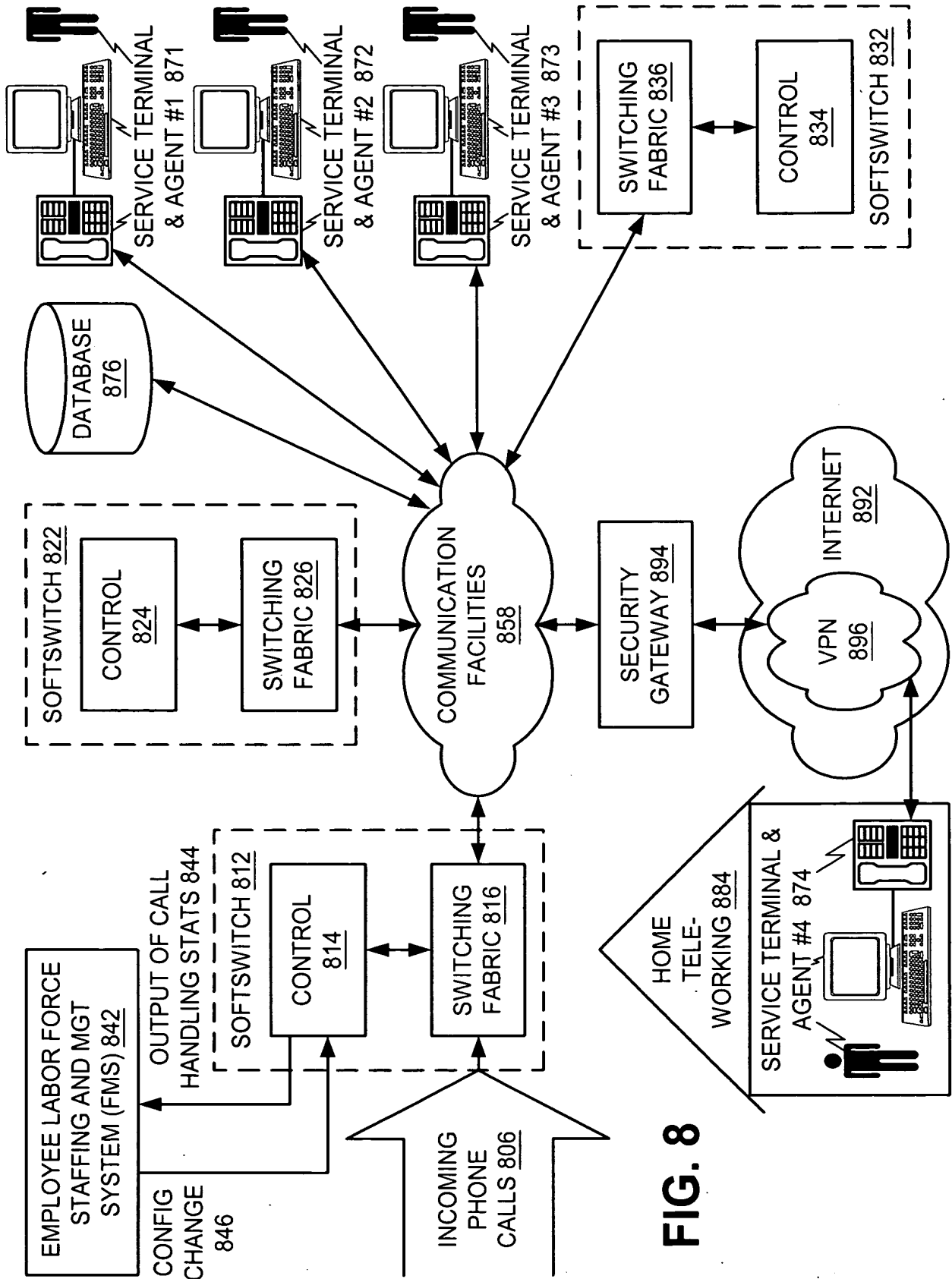


FIG. 7



**FIG. 8**